



**Date:** July 23, 2018

**To:** Thomas J. Bonfield, City Manager  
**Through:** Wanda Page, Deputy City Manager  
**From:** Kerry L. Goode, CIO/Director of Technology Solutions Department *KLG*  
**Subject:** Requested Modification to the Land Development Office (LDO) Software System for Building Inspections On-Line Payment Functionality Development

### **Executive Summary**

In the fall of 2007, the LDO software system became operational. The purpose of the LDO system is to allow internal City/County Departments involved in development review, external citizens, and the development community the ability to remotely track the status of development review applications via the Internet. Conduent Government Systems, LLC is the sole provider of the proprietary LDO system.

The proposed Change Control Form, Building Inspections On-line Payment Functionality Development will allow contractors to make on-line payments.

### **Recommendation**

The administration recommends that the City Council authorize the City Manager to execute the Change Control Form for Building Inspections On-line Payment Functionality with Conduent Government Systems, LLC in the amount of \$56,850.00.

### **Background**

In the fall of 2007, the LDO software system became operational. The purpose of the LDO system is to allow internal City- County Departments involved in development review, external citizens, and the development community the ability to remotely track the status of development review applications via the Internet. Conduent is the sole provider of the proprietary LDO system and the only company who can make changes to this system.

The on-line payment modification will enable contractor to make cashless payments for services through cards, mobile phones or the Internet. It presents a number of advantages, including; reduced transaction cost, time savings, customer convenience, and alignment with payment methods for other City services.

### **Issues and Analysis**

The City currently employs two methods of payment for permits and inspections administered by City/County Inspections. Customers may pay, in City Hall, by cash, check, or credit card at the time the permit is picked up. Alternatively, contractors in good standing may set up an account through which they are billed monthly by the City for permits and re-inspections.

The lack of an online alternative for the payment of permitting fees is burdensome to customers who otherwise would not need to travel to City Hall. It is also contrary to current business practices employed by the City, its customers, and other municipalities. Furthermore, the billing

method, used by many customers, creates a lag in realizing revenue, and is expensive and cumbersome for the City to manage.

**Alternatives**

There are two alternatives to executing this change request. The City may continue to operate with the onsite and invoice payment methods it currently uses. A second option would be to purchase a new permitting and development tracking system that has an online payments module already built in.

**Financial Impact**

The funding required for this Change Control Form, ID No: 178B, in the amount of \$56,850 is in the Technology Surcharge Fund.

**Equal Business Opportunity Summary**

This is a sole source agreement that was not reviewed by the Department of Equal Opportunity/Equity Assurance for compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting.